



OFFICE OF THE PRESIDENT

2009.479 w/s 224744
NORTH GREENVILLE UNIVERSITY • P.O. BOX 1892 • TIGERVILLE, SC 29688 • (864) 977-7000

July 7, 2010

Mr. Bruce Haas
United Utility Companies, Inc.
Post Office Box 4509
West Columbia, South Carolina 29169

Dear Mr. Haas:

Your letter to Ms. Lovins, our Vice President for Business Affairs was forwarded to me and I am glad to respond as follows:

1. On June 8, 2010 we received a bill with the increase to 299 SFEs and the additional cost without any prior communication from you or your company. It was made clear by the South Carolina Public Service Commission that you should discuss or at least communicate any changes to bills with your customers first and have proper advance notice before increasing the bill.
2. If any testimony by the ORS staff indicated that North Greenville University SFEs should be adjusted, it was just information given and certainly not binding. Also, the ORS staff did not have any prior information concerning our agreement as well as the number of SFEs determined in our agreement. In addition, the South Carolina Public Service Commission ruled that there would be no rate increase and certainly did not make any decision concerning the number of SFEs at North Greenville University. Section 8 of the agreement, Connection or Tap-on Fees states, "Utility hereby agrees to waive 25 future Single Family Equivalent tap-on fees for NGC." These were utilized first before any new SFEs were charged to us in the past.
3. As you know we have an agreement in place between North Greenville and United Utilities dated July 9, 2001 that takes precedence over any of the above. In the agreement we gave United Utilities a wastewater treatment plant worth over \$1 million and this gift was taken into consideration when determining the number of

Mr. Haas
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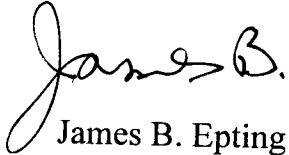
SFEs. At the execution date of the agreement North Greenville University was charged based on 225 SFEs. Also, it was clear that this number would increase when we added new facilities to our campus. Over the years together we have determined the SFEs increase and charged accordingly. We now are charged for 249 SFEs and have not added any new SFEs to be handled by the plant. To avoid any future increase of SFEs, we have chosen to use other alternatives to handle our sewage since we cannot afford your services. Therefore, the correct SFEs for North Greenville is 249 SFEs and should not be arbitrarily raised by you.

4. As stated previously in this letter, the ORS staff and the S.C. Public Service Commission did not have this agreement or information prior to any discussion concerning our SFEs. Obviously, if any decision is made which is not in coherence with our agreement, it would mean a breach of our agreement and it would become null and void. Then, the plant and the service associated with it can revert to North Greenville University.
5. In conclusion, North Greenville University is being charged for the correct number of SFEs and when we add new SFEs to the plant, we will pay for this increase as per our agreement. Therefore, please change our bill to reflect the above.
6. We believe at North Greenville University that the timing of your efforts is suspect to say the least. It seems quite interesting that you have decided to move against NGU in this way after the recent hearings and denial for a rate increase. Also, your actions are not acceptable especially when your company has filed a Petition for Rehearing or Reconsideration.

Please know that I am available to meet with you at your convenience concerning this matter. I will be glad to come to your office if necessary. Give me a call 864-977-7018 and we can set a date.

Mr. Haas
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Sincerely,

James B. Epting
President



Copy: Duke McCall
Michelle Lovins
Rick Durham
John Hoy
The Honorable Jocelyn G. Boyd
Florence P. Belser
Nanette S. Edwards



RECEIVED JUN 08 2010

CIA 1669

United Utility Companies Inc
Collections: (800) 367-4314
Phone: (800) 367-4314
Customer Service: (800) 367-4314
www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay:
06/01/2010		6/22/2010	\$ 14,423.76

Summary of Service
Period 4/30/2010 - 5/31/2010
Number of Days: 31
Average Daily Cost: \$ 465.28

Name NORTH GREENVILLE UNIVERSITY Primary Telephone # (864) 977-7000
Service Address 245 HIGHWAY 414, TRAVELERS RST, SC, 29690

Activity Since Last Bill

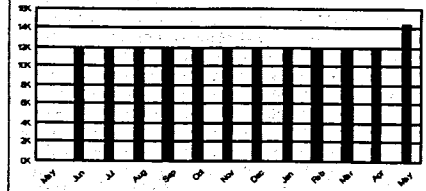
Previous Balance \$11,209.98
Payments received as of 06/01/2010 \$-11,209.98
Balance as of 06/01/2010 \$0.00

Residential Wastewater Service

Wastewater Service \$14,423.76
Total Residential Wastewater Service \$14,423.76

Total Amount Due \$14,423.76

Billing History
in dollars



per Michelle
pay only
12,011.76

spoke with Tina
(Florida)
Bruce (manager)

A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: United Utility Companies Inc

Messages



NORTH GREENVILLE UNIVERSITY
POST OFFICE BOX 1892
TIGERVILLE, SOUTH CAROLINA 29688-1892
(864) 977-7000

June 17, 2010

United Utility Companies, Inc.
P.O. Box 11025
Lewiston, ME 04243-9476

Re:

To Whom It May Concern,

We received a bill dated 6/1/10 for \$14,423.76, which is \$2412.00 more than our previous bills. We were given no reason for this 20% increase, and we were also given no notice of this increase.

We have contacted your offices numerous times this week to determine the reason for the increase. The customer service representatives were not able to determine the cause for the increase, and a manager did not respond. On Thursday, June 17th, Robin McCarter, our accounts payable bookkeeper, contacted your Florida office and was told that a letter would be sent explaining the reason for the increase.

As you may know, your company was denied a rate increase by the Public Service Commission of SC. Among the many concerns that led to this decision was the lack of communication and/or advance notice concerning any change in your bills.

We have not received any explanation of the increase as of yet and the payment date is approaching. Therefore, we are sending a check in the amount of \$12,011.76, the amount on our previous bills. I expect that we will not be charged a late fee due to this error on your part.

If our rate is being increased, you will need to first explain the reason, and second, give us at least 30 days notice of the increase.

Thank you,

Michelle Lovins
Vice President of Business Affairs
North Greenville University
(864) 977-7004



June 24, 2010

Ms. Michelle Lovins
Vice President of Business Affairs
North Greenville University
P.O. Box 1892
Tigerville, SC 29688

Ref:

Dear Ms. Lovins,

We are in receipt of your letter dated June 17th regarding the most recent invoice for North Greenville University ("NGU") for wastewater service provided by United Utility Companies, Inc. ("UUC"). As you may be aware from the recent hearings before the S.C. Public Service Commission, evidence had been presented by the S.C. Office of Regulatory Staff ("ORS") regarding the underbilling of NGU based upon investigations from their staff. Based upon this information and testimony provided by ORS staff, "ORS made adjustments to more accurately reflect 299 current service connections associated with the NGU campus". Accordingly and based upon the current Commission-approved rates of UUC, adjustments have been made to NGU's billing which now reflect 299 SFE's (single family equivalencies) in accordance with ORS's recommendations.

I understand that you have forwarded a check in the amount of \$12,011.76 towards the current invoice of \$14,423.76, which was based upon the amount of previous bills. Please be advised that the past due amount of \$2,412 will be due and payable upon the next monthly invoice, and that as a courtesy, any late penalty charges will be waived due to your previous contact with our customer service department. In addition, UUC would also point out that as an added courtesy, we do not intend to backbill NGU for any incorrect/under-billing of SFEs in the past.

Should you have any questions or if we can provide any additional information, please feel free to contact us toll-free at (800) 272-1919.

Sincerely,

UNITED UTILITY COMPANIES, INC.

A handwritten signature in cursive script, appearing to read "Patrick Flynn".

for Patrick Flynn
Regional Director

cc: File
Rick Durham, Regional Vice President
John Hoy, Chief Operating Officer

a Utilities, Inc. company United Utility Companies, Inc.

P.O. Box 4509 • West Columbia, SC 29171-4509 • P: 800-272-1919 • F: 803-791-8643
110 Queen Pkwy. • West Columbia, SC 29169 • www.uiwater.com